



## REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

<u>Date:</u> June 2013	<u>Interviewer:</u> Laura Eckert	<b>RFA #13 – 31</b>
<u>Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED]		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u> Staff		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u> Last name and user name change		

To the best of your knowledge, please fill out the following:

Interviewee Status:    Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff X Student ☐  
 Concern Regarding:    Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☐

**Category:** *(Please check at least one)*

- |  |  |   |                                     |  |
|--|--|---|-------------------------------------|--|
| <input type="checkbox"/> Age                           | <input type="checkbox"/> Color             | <input type="checkbox"/> Creed              | <input type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status      |
| X Marital Status                                       | <input type="checkbox"/> National Origin   | <input type="checkbox"/> Race               | <input type="checkbox"/> Religion   | <input type="checkbox"/> Retaliation         |
| <input type="checkbox"/> Sex/Gender                    | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression |  |   |                                     |  |

Time Line		
Date	Item	Comments
June 2013	[REDACTED] called Laura Eckert	[REDACTED] wants to change her last name/username in Banner; she has changed her last name with HR. Her email is fine.
6/11/13	LE t/c [REDACTED]	Left message
6/13/13	LE t/c to [REDACTED]	The process takes a day and employee time. It is doable [REDACTED] is the person to contact.
6/13/13	LE t/c to [REDACTED]	Left message
6/13/13	LE t/c to [REDACTED]	Laura called [REDACTED] and reported that she spoke with [REDACTED], the process takes a day and people's time and can be done. [REDACTED] is the person to contact. [REDACTED] will call [REDACTED] later today or tomorrow. She is flexible on the timeline.

9/4/13	Email from [REDACTED] to [REDACTED], cc: LE	[REDACTED] is disappointed that her login has not been changed, as he'd agreed to do June 21. She does not believe it should take this long. Per [REDACTED] message to [REDACTED] on July 10, he was going to send her possible dates to make the change but she has not heard from him. She would like a response.
9/12/13	LE t/c to [REDACTED]	Left message. Please call with timeline info. Also request from another employee at this point.
9/16/13	LE t/c to [REDACTED]	Left message, please call re: timeline and if he has communicated it to [REDACTED] and the other employee.
9/16/13	[REDACTED] t/c to LE	Left message returning call. About six others are on his list.
9/17/13	[REDACTED] email to [REDACTED]	Due to workload and vacation schedules, mid-October is soonest can be done. Sorry for delay.
9/17/13	LE t/c to [REDACTED]	Left message same as above.
9/17/13	LE t/c to [REDACTED]	On July 10 [REDACTED] said he had some dates to do it. Laura will call [REDACTED] one more time and then elevate to Sue and John Lawson.
9/17/13	SGS t/c to [REDACTED]	This is a priority issue. This information should be put on the web so that users understand expectations. [REDACTED] will talk with the directors about this.  EO will to get back to [REDACTED] and tell her it will be done by mid-October. [REDACTED] will contact the others with a timeline and will let EO know.
10/24/13	Email from [REDACTED] to LE	The username change seems to have been completed effectively this morning. [REDACTED] expressed that she was told to log off her computer in the morning but then didn't hear anything the rest of the morning and learned that [REDACTED] was in a four hour meeting. She left a voice message because she couldn't work all morning and was missing lunch. [REDACTED] called her right back and came over and it worked fine.
10/24/13	Email from [REDACTED] to SGS and LE	[REDACTED] and the other employee's username changes were done this morning. Process is mostly complete now.  Network diagram attached by [REDACTED] shows processes to make such changes.